

# Harsh Parikh

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## Work Experience

August 2022 – Present SDE I (Backend and Chat bot developer) Toothsi, Mumbai

- Developed high-performing RESTful APIs and microservices with Nest JS, SQL, and MongoDB, enhancing overall workspace performance and scalability.
- Achieved a significant 25% reduction in customer chat message processing time and a 37% decrease in API response time.
- Upgraded the chat platform with a round-robin algorithm, online/offline status toggle, and chat buffer limit, resulting in a 27% increase in agent efficiency.
- Implemented chat session system using Nest JS and MongoDB to differentiate and track chat conversations based on conversation numbers for comprehensive coverage and end-to-end tracking within a specific time frame.
- Resolved over 600 daily API errors across 25 APIs, ensuring system stability and reliability.
- Developed and deployed 4 major bots from scratch, with 2 bots initially deployed on Apps and 2 bots as WhatsApp bots that were later transformed into API-driven bots using a wrapper.

January 2022 – July 2022 SDE Intern, Toothsi

- Enhanced chat-bot with new features for scan bookings via WhatsApp, improving customer retention by ~33% and user experience by 42%.
- Developed efficient RESTful API with Nest JS, MySQL, and MongoDB for smooth data management in the chat bot.

## Education

BTech in Computer Science Medicaps University, Indore

August 2018 – July 2022, CGPA – 8.03

## Skills

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Nest.js, Node.js,  
Express.js, JavaScript,  
MongoDB, MySQL,  
Python, Haptik (Chat  
bot), HTML, CSS,  
React.js, Typescript

## Tools

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VS Code, git, github,  
Jira, Postman

## Professional Skills

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Communication, Project  
Management, Problem  
Solving, Analytical  
Thinking, Time  
Management, Googling

## Certifications

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Hacker Rank - 5\* rated  
& Python, SQL,  
JavaScript, Problem  
solving certified,

Azure AZ-900,

Introduction to  
Cloud(IBM) Certified.